

Non-MHLS Inter Library Loan

- **Request-A-Title:** loans are staff and / or patron initiated.
- **SEAL:** loans are library initiated.

MHLS Inter Library Loan: MHLS ILL Department receives requests from four places:

1. From member libraries on behalf of their patrons

- When their patrons needs cannot be filled by the member library collection, Request-A-Title of the shared collection or from other regional libraries through the Southeastern Access to Libraries (SEAL) catalog, member library staff sends requests to MHLS ILL.
- MHLS ILL searches for the item in OCLC (the shared national database of records) and facilitates the loan of materials.
- This service supports an important patron-valued service in our libraries and has resulted in many success stories where people have gone to the library with the need for complicated medical or scholarly information, and found even the smallest library could provide them with the unique materials they need. It expands the shared collection to provide things we do not own like obscure musical and orchestral scores, or foreign and independent films. It also provides patrons with access to out-of-print materials that they may need but can no longer purchase. Because of the librarian interface, this service helps promote professionalism in the field.

2. From our correctional facility libraries on behalf of their patrons

- MHLS ILL handles all outside-of-the-facility borrowing for our 7 correctional facility libraries, who serve a combined population of over 8,600. These librarians rely on MHLS ILL as they do not have Internet access at the facility.
- There were over 8,200 total material requests submitted by the correctional facility librarians on behalf of their patrons in 2007. 70% of these requests were filled by MHLS ILL facilitating borrowing from member library collections and from the New York State Library. When their patrons needs cannot be filled through these local means, the correctional facility librarians either ask MHLS ILL to provide a substitution or to continue the search through OCLC. In 2007, 923 correctional facility requests were filled through OCLC.

3. From libraries outside of our area

- MHLS ILL receives requests from libraries outside of our area, who would like to borrow materials from our member libraries.
- We were asked to supply over 1400 items to libraries outside of our area, nearly 200 were sent out (14% fill rate).*

4. From member library staff for professional materials

- MHLS ILL fills member library requests to borrow MHLS Professional Collection and program materials.

System Inter Library Loan Activity as reported on the 2007 Annual Report

- [5.31] Total items provided (loaned): 454. *These are items in the MHLS building (for example Professional Collection and program materials) + loans made through OCLC to libraries outside of our area.**
- [5.32] Total items received (borrowed): 7,347. *These are items received through Millennium for correctional facility patrons + those received through NYS ILL (99% fill rate) + those received through OCLC (78% fill rate*).*
- [5.33] Total requests provided (loaned) unfilled: 1,227. *These are requests sent to MHLS through OCLC by libraries outside our area, that could not be filled.**
- [5.34] Total requests received (borrowed) unfilled: 2,111. *These are the requests we sent out that could not be filled.**
- [5.35] Total interlibrary loan activity (total questions 5.31 through 5.34): 11,139.

2007 System Inter Library Loan activity actually comprises less than 1% of the sharing activity that goes on between libraries. 776, 441 items were shared between libraries through Request-A-Title.

* OCLC fill rates are influenced by several factors: owning libraries can choose not to fill a request, some requests are for items that do not circulate, requesting patrons may be unwilling to pay the borrowing fee (this is a normal surcharge that helps offset OCLC and postage costs).